



## **Recent Accomplishments in Animal Services**

Over the past several months, Placer County Animal Services has been hard at work to address a variety of operational and service needs. The recent accomplishments listed below indicate our progress and commitment to positive changes.

### **Comprehensive Program Review**

- Contracted with Animal Legal & Veterinary Medical Consulting to conduct an operational assessment of the Auburn and Tahoe-Vista shelter. The Final Report resulted in 120 recommendations that will serve as a roadmap for future improvements. Each recommendation was prioritized and a timeline developed for implementation.

### **Fiscal Review**

- Requested and received a Change of Office and Cash Handling Audit by Auditor-Controller's Office. The Report has provided us with opportunities to improve and streamline our Animal Services financial operations. We have implemented changes from eliminating officers collecting fees in the field to formalizing record keeping procedures for the Animal Trust Fund monies.

### **Staffing Enhancements**

- Hired a professional Animal Control Program Manager to oversee and direct this important and highly specialized County service.
- Hired a well-respected and highly trained individual to supervise kennel operations and shelter services.
- Hired two clerical positions and four extra-help positions for the animal care staff.
- Hired a shelter veterinarian to provide medical oversight and perhaps spay & neuter service to shelter animals.

### **Facility and Equipment Upgrades and Improvements**

- Facility requests associated with the ALVMCS program review were prioritized and an implementation schedule coordinated with Facility Services. We have identified 15 priority facilities requests from securing the back gate to re-surfacing the shelter kennel floors.
- Undertook and completed a major cleaning and sprucing up of Auburn kennels and animal care areas.
- Completed purchase of two new Animal Control truck bodies, and accompanying equipment.

### **Operational Improvements**

- A Microchip Program purchase recommendation has been sent to Procurement, recommending use of the HomeAgain Pet Identification system.
- Arranged for and completed temperament testing on all animals sheltered at the Tahoe facility; provided external training to Tahoe Animal Control Officers. Most recently, we sent nine staff members to the Placer SPCA for further animal behavior training.
- Arranged for one of our Animal Control Officers to attend the Level II National Animal Cruelty Investigation School at the end of this month.

- Completed a Feasibility Study, which has been developed and approved, for the purchase of new Chameleon shelter software system to better track, store, and summarize our shelter animal information.

### **City Contract Revision**

- Worked closely with MAXIMUS Consulting Group to complete a cost distribution study that has resulted in an agreed-upon approach to spreading costs among Placer County and the various cities that contract for our animal control services.

### **Collaboration with Partners**

- Participated in a Needs Assessment for a planned new regional animal shelter located in the Town of Truckee; met with Town officials, Humane Society representatives, and the private architect to articulate needs and desirable shelter features.
- Continuing to meet with Placer SPCA to facilitate coordination of services and potential future collaboration on an animal shelter located in West Placer.
- Developed Memorandum of Understanding to formalize the relationships between Animal Services and the two main non-profit volunteer organizations in Auburn – *Friends of the Placer County Animal Shelters* and *A New Hope*.

### **Increasing Morale**

- Organized and held an “Open House” for National Shelter Appreciation Week to highlight our shelter facility and show our appreciation for the work that our shelter staff does.